



CAREER CENTER COMMITTEE AGENDA

Thursday, August 20, 2020 – 9:30 a.m.

Join Zoom Meeting: <https://us02web.zoom.us/j/83063054268>

Phone No: 1-646-558-8656 (EST)

Meeting ID: 83063054268

Call to Order

Roll Call

Approval of Minutes, May 7, 2020

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C. Harris

C. Schnettler

C. Harris

DISCUSSION ITEMS

State Update

Workforce Issues that are Important to Our Community

Talent Center Feedback

Performance Negotiations

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Pages 16 - 18

R. Skinner

R. Skinner

D. French

D. French

PUBLIC COMMENT

ACTION ITEMS

None

PROJECT UPDATES

Career Center Operations

Talent Center Traffic

Event Report

Metrix Online Learning

Apprenticeships

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D. French

D. French

D. French

D. French

D. French

MATTERS FROM THE FLOOR

ADJOURNMENT

2020 – 2021 MEETING SCHEDULE						
Performance/ Monitoring	Business and Economic Development	Career Center	Marketing/ Outreach	Executive	Full Board	
All in-person committee meetings are held at the CF Ocala Campus, Enterprise Center, Room 206. All teleconference meetings will be held through Zoom.						
Tuesday, 9:00 am	Thursday, 9:00 am	Thursday, 9:30 am	Wednesday, 9:00 am	Wednesday, 9:30 am	Wednesday, 11:30 am	
8/11/2020	8/13/2020	8/20/2020	8/26/2020	9/2/2020	9/9/2020	Zoom
11/3/2020	11/5/2020	11/19/2020	11/18/2020	12/2/2020	12/9/2020	CF Ocala
2/9/2021	2/11/2021	2/18/2021	2/24/2021	3/3/2021	3/24/2021	CF Lecanto
5/11/2021	5/13/2021	5/20/2021	5/26/2021	6/2/2021	6/9/2021	CF Ocala

OUR VISION STATEMENT

To be recognized as the number one workforce resource in the state of Florida by providing meaningful and professional customer service that is reflected in the quality of our job candidates and employer services.



**CAREERSOURCE CITRUS LEVY MARION
Career Center Committee**

MINUTES

DATE: May 7, 2020
PLACE: Teleconference Only
TIME: 9:30 a.m.

MEMBERS PRESENT

Angie White
Carol Jones
Charles Harris
David Benthussen
Lanny Mathis
Jorge Martinez
Judy Houlios

MEMBERS ABSENT

OTHER ATTENDEES

Rusty Skinner, CSCLM
Kathleen Woodring, CSCLM
Dale French, CSCLM
Cindy LeCouris, CSCLM

Cory Weaver, CSCLM
Steven Litzinger, CSCLM
Cira Schnettler, CSCLM

CALL TO ORDER

The meeting was called to order by Charles Harris at 9:30 a.m.

ROLL CALL

Cira Schnettler called roll and a quorum was declared present.

APPROVAL OF MINUTES

Jorge Martinez made a motion to approve the minutes from the February 20, 2020 meeting. Lanny Mathis seconded the motion. Motion carried.

DISCUSSION ITEMS

State Update/Sub-Grantee Agreement

Rusty Skinner advised the committee that a joint Consortium and Executive meeting was held to discuss the Sub-grantee Agreement from DEO. The committee voted to have board attorney Bob Stermer create a letter outlining multiple concerns regarding

the agreement's stipulations. The final letter will be signed by both board chair and the Consortium chair and sent to DEO.

Workforce Issues that are Important to Our Community

Rusty Skinner updated the committee on unemployment. He explained that DEO continues to have obstacles with the unemployment platform, but are making gains on improvements. We are assisting DEO and customers seeking unemployment assistance with pin resets and answering basic questions. We will also be assisting DEO with data entry of the paper applications. Staff is encouraging individuals to utilize the DEO's mobile application to apply for unemployment versus the paper applications. Charles Harris thanked all of the CareerSource staff on their hard work assisting DEO and customers.

Center Re-openings

The centers will be reopening on May 11th. Customers will be seen by appointment only within the hours of 10 am – 3 pm. Staff will be provided with proper PPE. Portable Plexiglas barriers will also be installed. Armed security will be onsite at all three centers. All of the centers have been thoroughly cleaned. During the reopen there will be a daily cleaning process in place at each center. Staff will clean after each customer and thoroughly at the end of the day. All social distancing guidelines will be heeded. Temperatures will be taken of everyone entering the building. Community partners are helping get the word out about the re-opening plan.

SNAP/WT Updates

Cory Weaver reviewed the reports. Noting increases in online traffic due to initial unemployment applications. The Governor has waived the Employ Florida registration requirement. The data will fluctuate as requirements change in the next few months.

DEO Programmatic Monitoring close-out 2018-19

Dale French advised the committee that the final letter from DEO accepting our corrective action plan and closing the review process has been received.

PUBLIC COMMENT

None

ACTION ITEMS

Covid DWG – Initial Allocation

Dale French explained that we have been awarded funds from the National Dislocated Worker Grant funds to assist individuals that have become dislocated from their employment gain temporary work experience/employment assisting with humanitarian, disaster relief work and restoration activities. Dave Benthussen made a motion to accept the grant funding. Jorge Martinez seconded the motion. Motion carried.

PROJECT UPDATES

Talent Center - March

Dale French reviewed the March Talent Center report noting the decline in traffic in March due to the College closing for Spring Break and ultimately the pandemic.

Event Report – Jan - March

The Event report reflects a dip in events for January, which is consistent year over year coming out of the holiday season. He congratulated all of the staff that assisted in organizing the very well attended youth expos, held in the first quarter. He received positive feedback from all three school systems. David Benthussen and Carol Jones expressed appreciation for support and leadership from CLM on the Citrus and Levy Youth Expo.

Net Promoter Reports

Steven Litzinger reviewed all of the various reports. All reports continue to reflect solid scores. He will be working with the Talent Center manager to increase the number of surveys completed by surveying in the office versus after the customer leaves.

MATTERS FROM THE FLOOR

None

ADJOURNMENT

There being no further business, the meeting was adjourned at 10:17 a.m.

APPROVED:

TALENT CENTER FEEDBACK

FEEDBACK FOR KIM:

Keys to success is what I called the presentation provided by the talent center. I learned so much from it. I learned that employers now search on social media the kind of person you really are. I suppose people can sugar coat their resume, which I believe that is a smart idea. Employers must be aware of what kind of person they are about to hire and assure that they are trustworthy. I really enjoy the tips on how we should answer a question. Be ready, assertive, and confident. As I get closer to my graduation and prepare myself for my real interview I will make sure I show a positive body language, have a gentle but firm handshake and a smile that will brighten their day. Leaving a great first impression is one of the most important things a candidate could do to make sure the employer does not easily forget them. Therefore I found this presentation very helpful to succeed and find the job of your dreams.

Looking over all the provided power points was very interesting. I thank Ms. Strauch for giving us all the helpful hints in finding a job, preparing for a job, and creating a perfect resume. I started a LinkedIn because a recruiter might like my past history and reach out to me for a perfect job I might love. I liked the statistics she provided about posting on social media. I rarely post anything on Facebook. I just keep my thoughts to myself. Another PowerPoint I enjoyed looking over was salary range. It's not appropriate to ask someone how much they make but I like to know because I can try to score as much as I can when applying for a job. Overall, these power points are nice to review and helpful. Thank you for sharing them with us.

I found this presentation to be very helpful during this transition period from nursing school to nursing practice. Interviews can be extremely intimidating, even when you feel like the perfect fit for a job. I think that the "Nail That Interview" packet was very helpful because it guides you through common questions that are asked during the interview process. "Tell me about yourself" is such a normal question to here, but it is also one of the hardest to answer (for me, at least). Having the grid to fill out beforehand will be very helpful in making sure I hit on all of the key points! I also think that having a checklist of soft skills makes it easier to strengthen my resume as well as have a few more to list off during an interview. Overall, I know that the provided materials will be of good use when I start applying to nursing jobs soon.

I thought the Talent Center Presentations mentioned a few great points. I am unaware of any other nursing program which offers resume services or interview assistance. This is valuable information, especially for new graduates. It also reiterated how important it is to be mindful of our social media posts. Although this was separate from the presentation, I found the interview packet and “Dress for Success” information the most beneficial. The resume may get you the interview, but afterward, the impression you make will ultimately land you the job offer. For now, most of us are focused on passing nursing school and the NCLEX. However, the presentations provide a good head start in preparing for the employment process.

I really enjoyed this presentation! It was very informative and opened my eyes to skills that I hadn’t even thought of. These are all things that even if I feel like I am good at now, I will definitely have to improve on them all. I have an issue with using “I” statements so I will for sure need to work on that. I would have loved to hear this presentation live, and am so sad that we were unable to but I’m sure you would have done a fantastic job. I don't think that there is any feedback that I have because I loved the presentation so much.

The presentation that I enjoyed was that on social media. It is a fact that we live an online life and once it is posted it is for the world to see. Today’s world is all about online presence and it’s all about keeping up a view that your lifestyle to be perceived. So something that you might see as a joke, or silly might just end up costing you your dream job. It was interesting to see how much employers check and research your online life before they consider hiring you. I did not think that they would be looking for things like alcohol and drug use, tardiness or hooky from work, or even bashing a previous employer. IT was good to know and realize that this makes a huge impact in today's world. The moral of the story is, you don't need to impress anyone with a fake or embellished life online.

I enjoyed the talent center presentations. The staff really helped me to draft a beautiful resume that I know will get the attention it deserves. I especially learned that there are soft skills and hard skills. Those do help to build a good resume and also makes me look good on paper. I can tell the staff is very passionate about the work they do and really wants us all to succeed in the future. The feedback for the resume really gave my resume the boost it needed. I plan to use a little bit of everything I learned from the presentations to gain employment and land the job I

want in the future. The tips and suggestions will definitely aid me in gaining the confidence I need to succeed in an interview. I often get nervous when I have to speak and what I learned will help me to focus and calm my nerves. Soft skills check list, dressing for success, and career success will boost my chances.

I believe that all the information presented by the talent center is huge and extremely important for getting and keeping a job. But I want to compliment two slides shows particularly. The slide show that discusses the way jobs use your social media before you get hired and how they continue to use the social media while you are hired is a big deal. In this day and age, people are on social media all the time and express themselves, but others must be aware that they do not express any inappropriate content or opinions that would conflict with the company they work for. Remembering, that somebody is always watching you and how you conduct yourself. The second point is the useful tool of finding an average salary range for the job you wish to acquire in your area. This is great to know ahead of time to put this factor into consideration when applying it to job applications. Over all, great presentation!

I loved everything about the Talent Center presentation. This is my second encounter with the Talent Center. I learned that they are a resource that I can use before and after graduation. I was not aware that the Talent Center has a health care recruiter, and that can help me a lot. The fact that they are linked so closely with so many health care jobs is a plus for us in the nursing field. I appreciated the fact that they helped me with the opportunity to enhance my resume. Although I already have employment, it opened my mind to the future even more. The Talent Center helped me to perfect my resume right down to the font size. I love how their presentation explains everything and everybody. Their backgrounds are profound. This is an awesome program.

I agree that one should limit the presence on social media. I think I gathered the importance of building a good image of oneself on social media. It is also an option of just staying off social media all the way around. I think it's important to utilize services based on the presentation such as job sites. Some of those job sites include indeed.com, monster.com and others. Building a good character on those websites with properly built resumes will go a long way. As I went over this information, I reflected on my own presence within social media and will comb through it before graduation.

I really enjoyed going through the presentations presented by the Talent Center. I believe all of the information provided will be helpful in landing me a job as a new registered nurse. I have always heard about Linked In but never knew exactly how it helped in getting a job. Now I can successfully create a Linked In profile and know exactly what to include and what not to include. Also, the information about the soft skills was very helpful. I like that they included checklists, as that is easy to follow along and can be used in the future. I have downloaded and saved all the information so I can easily refer back to the information closer to my interviews.

I really enjoyed the information on soft skills and how the employer may analyze these attributes. The presentation that focused on this area really made the listener evaluate their own performance, areas of strength and weaknesses. I appreciate self-evaluation since this gives me a chance to tackle perceived misgivings before they have a chance to influence or further influence important aspects in daily life. I found that this was the best part about these presentations because the information was wide ranging and provided an insight into the most valuable characteristics of an individual. I will use this information when applying for a position to better prepare myself for an interview, and also when performing peer or staff evaluations.

I think for me personally the talent center has helped me fine tune my resume as compared to what it was before. I personally know of a nurse that helped me make the one I had for when I applied to the job I have now, but the resume presentation has helped me fine tune it in my opinion to something that is a lot more better. I also have a better understanding on how to tailor my application to the job I want specifically. I also liked the effective job search presentation because I can't count how many times I have tried to look for a job that either hasn't called me back because of the problems I had with my resume or because I wasn't looking correctly. With this I know that when I am done with nursing school I can have the confidence to look for a job.

I found this unit to be very helpful in explaining tips and tricks to find and secure a job in the field of nursing. I especially enjoyed the presentations on LinkedIn. Social media promotion isn't brought up often enough when discussing how to secure an interview and job. Because of that, it was new territory for me and I'm grateful that I had this resource to explain this aspect of the job hunt to me. I was also excited to see the services the talent center provides and I may utilize them when preparing to search for a job.

After reviewing the talent center PowerPoint presentation I was able to learn a few things that will be beneficial to me in the near future. First, I never realized that linkedin.com was so thorough and connected. I like that you can be endorsed by other confirmed people on the site which helps your reputation and makes you more marketable. Another plus from the presentation that I picked up on was mynextmove.org. I loved this site because it gave me a really great estimate of what I will be making when I graduate and not to mention what I can be making when I become a practitioner. I enjoyed the presentation and think it included a lot of valuable information also on social media. I am fortunate enough to not have any social media but I can definitely see younger groups of people becoming more aware of their actions now knowing that anything online is free for judgement. Thank you for the information.

Something I liked and learned was all of the opportunities the talent center has to access and utilize for students. Knowing we have professionals to help us with interview skills and job searching is very encouraging and helpful. One thing I will use in the future is utilize the ability to work. On my interviewing skills. Using professional communication as well as formal communication skills learned from the talent center will surely be implemented into my future practice.

I have learned so many valuable things from the talent center presentations, but to just name a few would be the importance of having a Linked-in account, the fact that "Once a Patriot, Always a Patriot" and that the talent centers resources would be available well after graduation, and lastly that there are many jobs that are posted on the site through CF exclusively. I had never heard of Linked-in until Kim mentioned it in the beginning of the semester and now in these PowerPoints I have watched. I will begin making my Linked-in account very soon, as my professional career will begin very soon with my impending graduation date fast approaching. It did seem very time consuming to make, but if it can help me land my dream job than it will be well worth it. The tools provided to me via the talent center have been great. I am very happy with the resume the guided me in creating as well as all of the tips on where to look for a future job. The fact that I have access to these upon graduation and well into the future makes me very happy. I did not know the what the talent center even was until this semester and now I am thankful to have such a great resource within reach. Job hunting is so stressful and with the provided tools from the Talent Center, I feel very prepared. Thank you Kim, Chris, and the Talent center staff!

I liked the 3rd PowerPoint about social media postings. I don't think people realize just how much social media can affect your employment. I think this PowerPoint gives insight with statistics on 61% of employers reconsidering their applicant because of social media postings. 70% of employers use social medias to screen applicants, that's crazy! I definitely didn't know that. This PowerPoint shows you what not to post and what is acceptable to post to create a positive self-image. I also think that the LinkedIn PowerPoints do a great job of providing information and creating a profile with them. I think this is a great thing to include because a lot of people don't know what LinkedIn is and how it can contribute to a job search. For someone who is not very good with interviews and gets extremely nervous, the Nail That Interview Customer packet is outstanding!! It really covers a lot of the areas that interviewers will cover and sample questions for you to fill out. This is extremely helpful to any new nurse or anybody trying to score a job. This is probably my favorite thing on the list of stuff because of how detailed and accurate it is! I will definitely use this in my future, hopefully the near future!

When overviewing the talent center presentations, the primary factor that stood out to me is the fact that not many individuals think to consider what is posted on their personal social media accounts, and the fact that employers do look over those. This is such a big deal because many applicants wouldn't think to double check their social media account posts, nor ask themselves if this content is appropriate and if they would feel confident of it being viewed by an employer would be a positive outcome. The presentations also gave helpful tools as far as available resources as far as finding a position, to resume and interview preparedness. One thing that I have learned when working in general, however, more so when working in healthcare, is you are always being observed and monitored, whether you think you are or not. It is best to always be as professional as possible, which life happens and outside of your facility and position, it is easy to become a free bird and let loose, however, whether you are in a uniform with a badge or not, you are still representing your company and position, so when in doubt, if you have to question if something is appropriate or not, then it is safe to just go with no.

After reviewing Ms. Strauch's PowerPoints, I thought she did a very good job. She included tons of information that is going to be useful in the future such as knowing the RN salary (knowing what you are worth), how to prepare for a job search and what sites to use for the searches, what are soft (what are the top 5 of these skills & how to develop them) and hard skills to name a few. Tons and Tons resources at our fingers tips and she made them short & sweet and to the point. Ms. Strauch presented them in a way that was very easy to understand. This is appreciated from a person, like myself, that wants quick access and to the point information to promote my success in my future.

I liked how you address the older population as well as the younger population. I am 46 years old going back to school, so it shows you do not have to be young to do it. I also liked how the information was right there to be seen easily with what the talent center offers and what they can help you with. Phone numbers and emails were right in front and easy to locate. All the information about their partners and how they also are involved in the surrounding counties. I want to say thank you for your help this semester with the resume process. I know I have learned some new things that Chris helped me with on how to change this and that and use bullets (dots), which were things I did not know. I know how to do the basics, but not all the fancy power points, lining things up where they need to be etc. I will take what I have learned with me and will make sure I spread the word about what you do or can do to help others like me who made need the help. Thank you again it was a pleasure.

In this presentation I thoroughly appreciated the layout of everything the talent center does. The services provided, the willingness to help you land the job of your dreams, when the best time to work with the talent center is, who they collaborate with, and so on. Knowing all of their available resources I think makes students feel their time is truly valued. The biggest factor that stuck with me is what not, and what to share on social media. Everything is so easily ridiculed in today's day and time you have to be very careful with what you say, post, act, do, or anything. The percentage layout of what can cost you a job and why was a real eye opener to see. The PowerPoint of your soft skills to mention was great! I never thought about the soft skills I possess that employers would be seeking; I have only thought about physical skills that have been done. My only wish to improve this presentation would have been to have been presented it. The fill in the blank forms would have been a great group opportunity, break time paper to fill out. Overall, I have all of this information saved in a folder for me to review later again if any questions. I appreciate the thoroughness of this presentation.

The talent center presentation was very beneficial to me in giving me the necessary information needed to successfully get a nursing job once I graduate. I honestly didn't think much about creating a resume and the interview process much since starting nursing school, but having one semester left, I understand that this is a necessary step to getting a job. I liked being able to see the different job sites where I can go to and upload my resume so that employers can look at and reach out if they are interested. There are many different job sites that I have never even heard of, so it is good that I was able to read and explore some of them. I have never been internet or tech-savvy, so I enjoyed getting a step by step guide as to how to set up a linked account and what information was pertinent to add to my resume. Throughout the presentation, I learned that what I post on social media can come back and haunt me in the future especially when looking for a job. I have never thought about how social media would affect my future job, but it makes sense since everything is on the internet now, making it easier to simply search a person's name and get everything you need. Also, I learned about the salary range website for the position that I will be applying for and the many free resources available. Even though I am passionate about caring and helping my patients, I still need to make money and pay my bills, so knowing the salary range is very beneficial for me as a future nurse. Furthermore, I have learned that having hard skills that can be measured are necessary, but also soft skills such as communication, teamwork, creativity, and problem-solving skills are just as important. I will use what I learned during this presentation in the future especially as I advance as a nurse and need to look for a new job. Finally, I have learned that there are so many people at the CF that are willing to help and guide me in the right direction, especially if I feel stuck or just need some advice.

I am truly thankful for all the assistance provided by the Talent Center team. They have guided me in formulating a resume that will prepare me for a new transition in my life. They have done a wonderful job presenting tips and tricks about getting a resume done and how to present myself during an interview. They were prompted at replying to my messages and willing to help in whatever way they could have.

After watching the talent center presentation, I felt like I learned a lot about starting my resume. Before this presentation, I was really worried about doing a resume because I felt like I had little to nothing to add to my resume. But after seeing this presentation, I feel way more prepared and confident on my resume. I also learned about how to effectively start a job search, which was something I was nervous about before. Overall, I really enjoyed the presentation.

One thing that I really liked and found very helpful was the step by step tutorial on how to set up your LinkedIn account. I actually added a LinkedIn to my resume, but nothing was set up. I plan on tackling this before the next semester. Another very cool feature I had no idea about is there is a spot where old employers can actually leave recommendations on your page!!! I was really impressed with this site and cannot wait to utilize it to the max! The 'Tips to "Nail That Interview"' was also very useful. It was a guide that was very user friendly. It spoke about what to say/what not to say, and how to use SAR in your responses (which I would have found useful in our mock interviews). I was looking forward to the "Dress for success" portion, but for some reason I was unable to access it. If there is anyway that could be sent out, I would be very interested to see how I could improve myself. Thank you so much for all of your hard work. I truly enjoyed everything I learned and feel so much more prepared moving forward! **PS Kim I was able to send her the link and it worked**

I am so very grateful for all the valuable information that the Talent Center has provided us. Not having any prior work history of my own, I found these presentations to be exactly what I needed to help guide me through this transition from student to professional. The Talent Center has some many great tools to utilize, and I just love the fact that it's free to our advantage and that we are always welcome even after graduation. These step-by-step guidelines are convenient enough to understand and follow through with. I was also not aware of most of these job searching sites the Talent Center mentions such as Employflorida.org and Talentcenter.org. I will surely be taking advantage of these sites when searching for the right job after graduation. The Talent Center provides great advice concerning the do's and don'ts of social media, as well as how to go about researching salary ranges when searching for the right job. I was not aware of mynextmove.org prior to this experience. Now having the knowledge, I know how to apply it to helping me find the right job that fits my needs.

After going through the presentations within module 10, I feel like I have learned many things that the Talent Center can offer. They offer career services and help to provide free, mock interviews and resume critiques to help students prepare for employment opportunities. The Talent Center partners with local colleges, universities, technical schools and industry groups to recruit candidates that are completing technical and business programs, while also seeking local career opportunities. They are connected with local career prospects at no cost. They utilize multiple job search tools such as the Applicant Tracking System (ATS), as well as others such as Indeed, LinkedIn and Twitter to recruit talent. The Talent Center also offers services such as arranging interviews between employers and applicants as well as handling the background/drug screening before hire. Under module 10, I really liked the slides on all of the soft skills. It is good to be aware of which personal attributes help contribute to effective interaction and communication skills. Some examples of soft skills consist of

teamwork, dependability, adaptability, flexibility, leadership, problem-solving, conflict resolution, having effective communication, and a good work ethic. The first part that caught my eye in this presentation module was the “dress for success” document. I really liked how this was included because how you present yourself during an interview is so important. I remember waiting for an interview one time, and saw another woman walk out of the interview room. She was wearing revealing short shorts and a tank top and flip flops. I couldn’t believe my eyes. I will definitely use this advice that was presented in the future to dress for success, especially when going for my interview. I will dress professionally and neatly. I also enjoyed the “Nail That Interview” packet and will use those tips in the future as well. A good interview is important to me and my future career.

I really liked and agree with the part that talked about clinical experience. She mentioned that it was important to take your internships and clinicals serious, you may not know what prospects they can open for you. I always try to be in this mindset whenever I meet people or go places. Professionalism, especially around new people or strangers, can really go a long way. You never know who you are going to meet or who you will see again later in life. Moreover, this may help other’s open up to you more and give you advice, or keep you in mind later when they need someone.

I liked the list of potential interview questions that was posted. Understanding the rationale of the question helps develop an answer. I also liked the part about knowing your worth and review the salaries for the position and area.

I felt that this presentation was informative. Prior to this class I was unaware that CF helped with writing resumes and interview preparations. Your resume is the first impression the company will have on you, so it is so important to have it done correctly and professionally. I liked that there were keywords for soft skills that most companies look for, adding these increase the chances of your resume standing out to the company. I also learned about LinkedIn.com I had never heard of this, after this presentation I will be creating an account.

This presentation was a good tool for preparing for an interview. I liked the PowerPoint educated about LinkedIn because I feel this is very commonly used. I also liked how it compared a resume to a LinkedIn profile and the advantages and disadvantages of both. I felt this power point was very informative on the topic and I liked how it instructed you on how to create the profile.

I liked the tips to “Nail That Interview.” This gave me a vast amount of information of how to be prepared for an interview. Going to an interview makes me nervous and using these great tips will help me to be better prepared and perhaps decrease my nervousness. These are great tips I will definitely use. I like the SAR method practice sheet. Thank you very much for all your time and teachings. I will be utilizing all these important tips to enhance my future career.

Measures	PY 2019 Actual Negotiated Performance Levels	PY 2020 Proposed Performance Levels	Accept Proposed Performance Levels? (Select Yes or No From Drop Down)	Proposed Level of Performance (Leave blank if accepting State Performance Level)	Negotiated
Adults:					
Employed 2nd Qtr After Exit	85.2%	95.0%	NO	85.2%	85.2%
Employed 4th Qtr After Exit	82.5%	93.0%	NO	82.5%	83.0%
Median Wage 2nd Quarter After Exit	\$6,850	\$7,100	NO	\$6,850	\$7,000
Credential Attainment Rate	88.0%	88.0%	YES		
Measurable Skills Gain	N/A	50.0%	YES		
Dislocated Workers:					
Employed 2nd Qtr After Exit	83.2%	85.0%	NO	83.2%	83.2%
Employed 4th Qtr After Exit	76.0%	85.0%	NO	76.0%	79.0%
Median Wage 2nd Quarter After Exit	\$6,850	\$10,500	NO	\$6,850	\$7,000
Credential Attainment Rate	75.2%	75.2%	YES		
Measurable Skills Gain	N/A	75.0%	YES		
Youth:					
Employed 2nd Qtr After Exit	75.5%	81.0%	NO	75.5%	75.5%
Employed 4th Qtr After Exit	69.2%	78.0%	NO	69.2%	73.0%
Median Wage 2nd Quarter After Exit	\$3,100	\$3,300	NO	\$3,100	\$3,200
Credential Attainment Rate	85.3%	90.0%	NO	85.3%	85.3%
Measurable Skills Gain	N/A	88.0%	YES		
Wagner-Peyser:					
Employed 2nd Qtr After Exit	62.2%	73.5%	NO	62.2%	65.0%
Employed 4th Qtr After Exit	64.2%	69.0%	NO	64.2%	64.2%
Median Wage 2nd Quarter After Exit	\$4,850	\$5,800	NO	\$4,850	\$5,000

Measures	PY 2021 Proposed Performance Levels	Accept Proposed Performance Levels? (Yes or No)	Proposed Level of Performance (Leave blank if accepting State Performance Level)	Negotiated
Adults:				
Employed 2nd Qtr After Exit	95.0%	NO	92.0%	92.0%
Employed 4th Qtr After Exit	95.0%	NO	90.0%	90.0%
Median Wage 2nd Quarter After Exit	\$7,300	NO	\$7,000	\$7,000
Credential Attainment Rate	88.0%	YES		
Measurable Skills Gain	50.0%	YES		

Dislocated Workers:				
Employed 2nd Qtr After Exit	90.0%	NO	85.0%	85.0%
Employed 4th Qtr After Exit	87.0%	NO	85.0%	85.0%
Median Wage 2nd Quarter After Exit	\$10,750	NO	\$9,750	\$9,000
Credential Attainment Rate	75.2%	YES		
Measurable Skills Gain	75.0%	YES		

Youth:				
Employed 2nd Qtr After Exit	83.0%	NO	80.0%	80.0%
Employed 4th Qtr After Exit	80.0%	NO	75.0%	75.0%
Median Wage 2nd Quarter After Exit	\$3,500	NO	\$3,200	\$3,200
Credential Attainment Rate	92.0%	YES		
Measurable Skills Gain	90.0%	NO	88.0%	88.0%

Wagner-Peyser:				
Employed 2nd Qtr After Exit	75.0%	NO	69.0%	69.0%
Employed 4th Qtr After Exit	71.0%	NO	68.0%	68.0%
Median Wage 2nd Quarter After Exit	\$5,900	NO	\$5,500	\$5,300

Indicators of Performance

July 2019-March 31, 2020

LWDB 10											
Measures	PY2019-2020 1st Quarter Performance	PY 2019-2020 % of Performance Goal Met For Q1	PY2019-2020 2nd Quarter Performance	PY 2019-2020 % of Performance Goal Met For Q2	PY2019-2020 3rd Quarter Performance	PY 2019-2020 % of Performance Goal Met For Q3	PY 2019-2020 Performance Goals	PY 2020 Proposed Performance Levels	PY 2021 Proposed Performance Levels	PY2020 Increase	PY 2021 Increase
Adults:											
Employed 2nd Qtr After Exit	96.00	112.68	95.00	111.50	93.70	109.98	85.20	95.00	95.00	11.50%	11.50%
Median Wage 2nd Quarter After Exit	\$7,088	103.47	\$7,045	102.85	\$6,870	100.29	\$6,850	\$7,100.00	\$7,300.00	3.65%	6.57%
Employed 4th Qtr After Exit	91.90	111.39	92.70	112.36	91.90	111.39	82.50	93.00	95.00	12.73%	15.15%
Credential Attainment Rate	89.40	101.59	86.00	97.73	85.40	97.05	88.00	88.0	88.0	0.00%	0.00%
Dislocated Workers:											
Employed 2nd Qtr After Exit	100.00	120.19	100.00	120.19	100.00	120.19	83.20	85.0	90.0	2.16%	8.17%
Median Wage 2nd Quarter After Exit	\$12,991	189.65	\$10,276	150.01	\$10,276	150.01	\$6,850	\$10,500	\$10,750	53.28%	56.93%
Employed 4th Qtr After Exit	100.00	131.58	100.00	131.58	100.00	131.58	76.00	85.00	87.00	11.84%	14.47%
Credential Attainment Rate	100.00	132.98	100.00	132.98	80.00	106.38	75.20	75.2	75.2	0.00%	0.00%
Youth:											
Employed 2nd Qtr After Exit	77.70	102.91	77.20	102.25	78.70	104.24	75.50	81.0	83.0	7.28%	9.93%
Employed 4th Qtr After Exit	81.60	117.92	78.80	113.87	76.40	110.40	69.20	78.0	80.0	12.72%	15.61%
Credential Attainment Rate	98.00	114.89	98.70	115.71	98.60	115.59	85.30	90.0	92.0	5.51%	7.85%
Wagner Peyser:											
Employed 2nd Qtr After Exit	72.40	116.40	72.80	117.04	73.00	117.36	62.20	73.5	75.0	18.17%	20.58%
Median Wage 2nd Quarter After Exit	\$5,321	109.71	\$5,520	113.81	\$5,503	113.46	\$4,850	5800	5900	19.59%	21.65%
Employed 4th Qtr After Exit	67.30	104.83	67.50	105.14	70.70	110.12	64.20	69.00	71.00	7.48%	10.59%

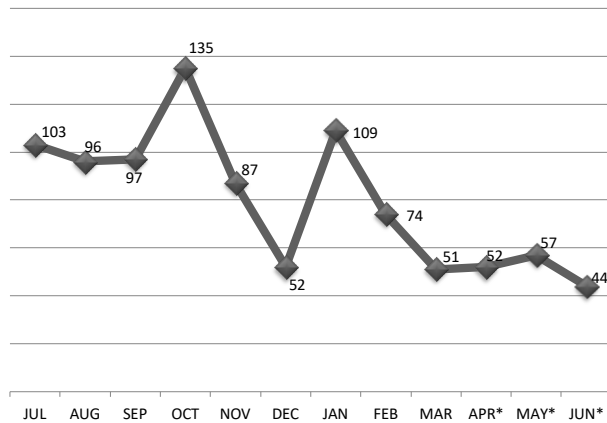
Not Met (less than 90% of negotiated)
Met (90-100% of negotiated)
Exceeded (greater than 100% of negotiated)

TRAFFIC COUNT

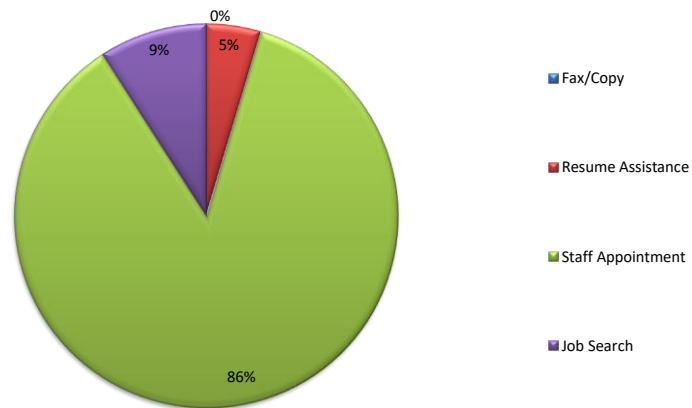
	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR*	MAY*	JUN*	YTD
REFERRALS	42	23	26	36	12	17	16	13	27	14	15	23	264
PLACEMENTS	13	7	9	8	2	7	5	4	10	7	4	6	82
INTERNSHIPS	1	1	0	0	0	0	2	0	1	0	0	1	6
OJT/WEX/CBT	0	0	0	0	0	0	0	0	2	0	0	0	2
TRAFFIC	103	96	97	135	87	52	109	74	51	52	57	44	957

SERVICES BREAKDOWN

CENTER TRAFFIC BY MONTH



* Center traffic counted by virtual services provided



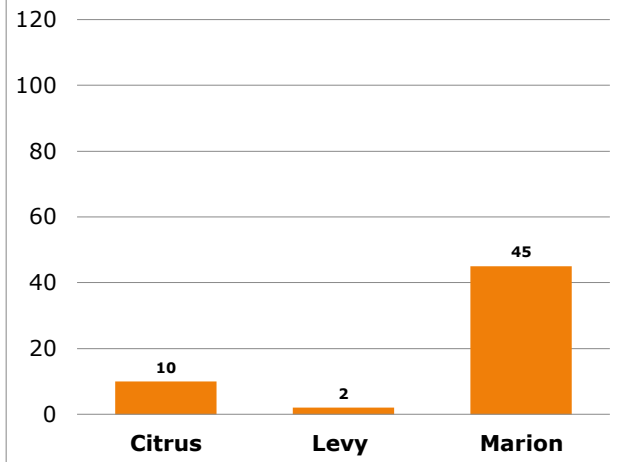
PY 19 - 20 Individual Events

Total Events: 57
Attendees: 735
Reported Hires: 261

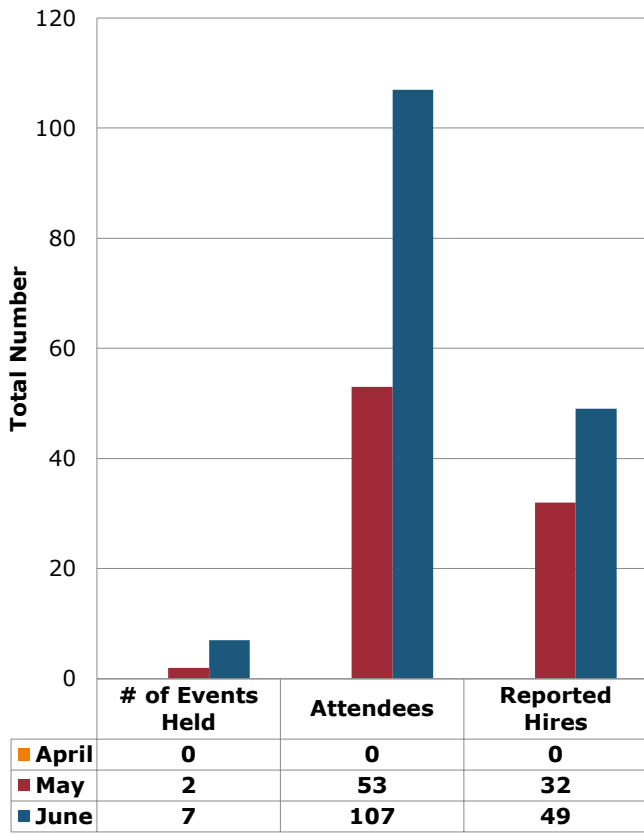
PY 19 - 20 Job Fairs & Expos

Attendees: 1238
Businesses: 174

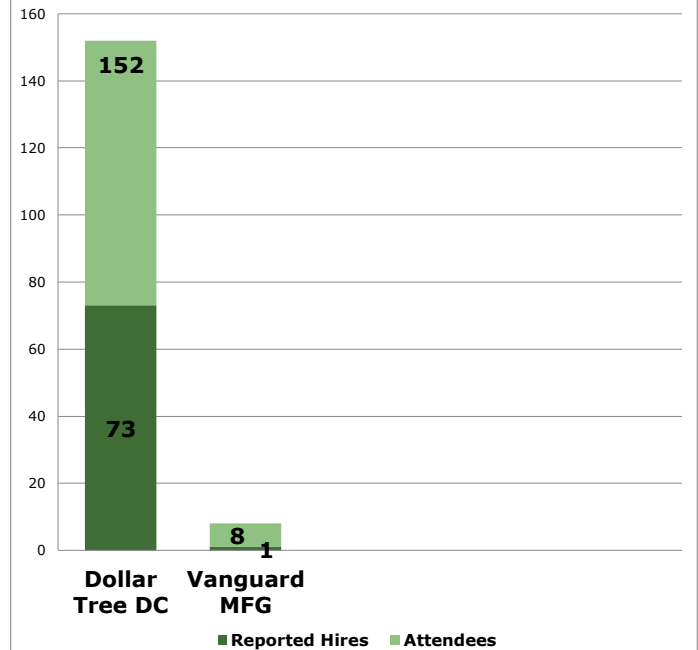
Hiring Events by County PY19-20



Individual Hiring Events



Events by Employer



Other Recruitment Events 04/2020 - 06/2020

Event Date	Event Name	Target Audience	Event Location	County
6/24/2020	K Country Virtual Job Fair	General	Online- via Zoom	Marion

FLORIDA WORKFORCE

CAREERSOURCE CITRUS LEVY MARION



METRIX LEARNING®

PROGRAMS & BEST PRACTICES



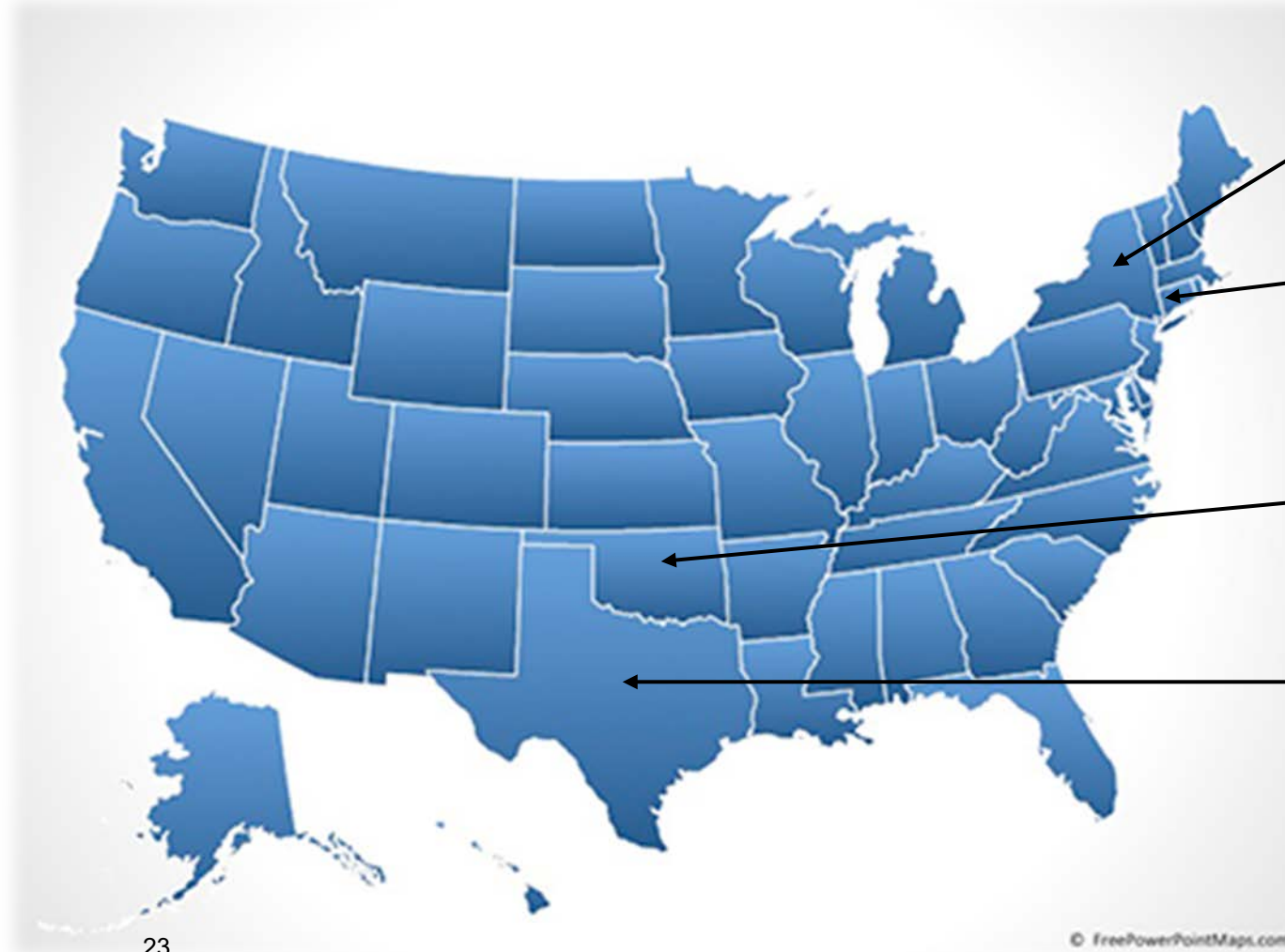
A CHALLENGING ENVIRONMENT

- 46 Million UI claimants since March 2020
- 1.4 Million UI in FL
- March – May 2020, 58,000+ new UI claimants in CLM region.
- Economic Development challenges continue as the economy begins to re-open





SKILLUPAMERICA® AS A STATEWIDE SOLUTION



New York

- 2.7M UI Claimants since March 2020
- Launching August 2020

Connecticut

- 690,000+ UI Claimants since March 2020
- Launched 5/4
- 16,545+ already registered

Oklahoma

- 400,000+ UI Claimants since March 2020
- Launching July 2020

Texas

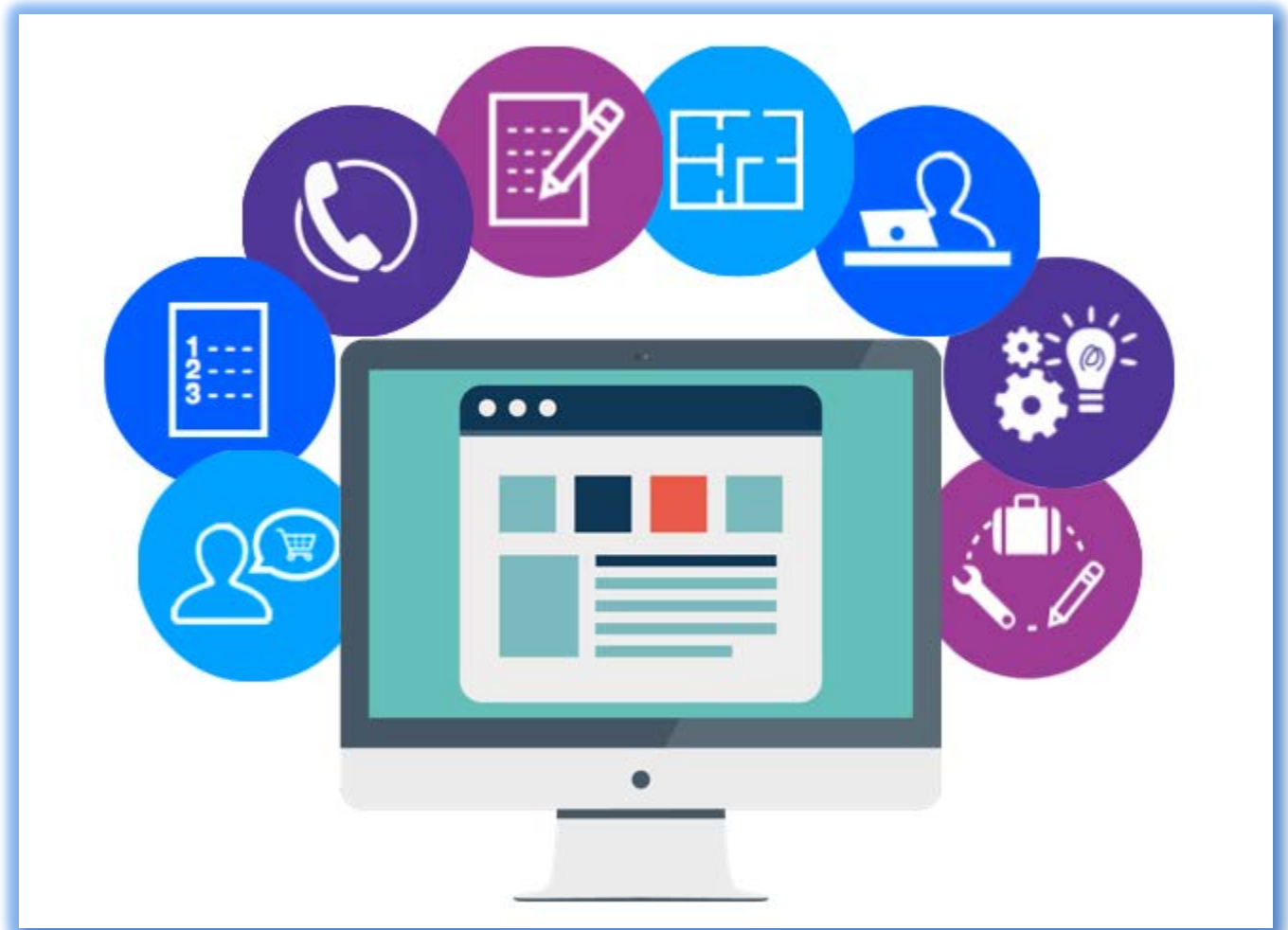
- 2.1M UI Claimants since March 2020
- Launching July 2020

Current Discussions – CA, NJ, PA, OR/WA



METRIX LEARNING PLATFORM

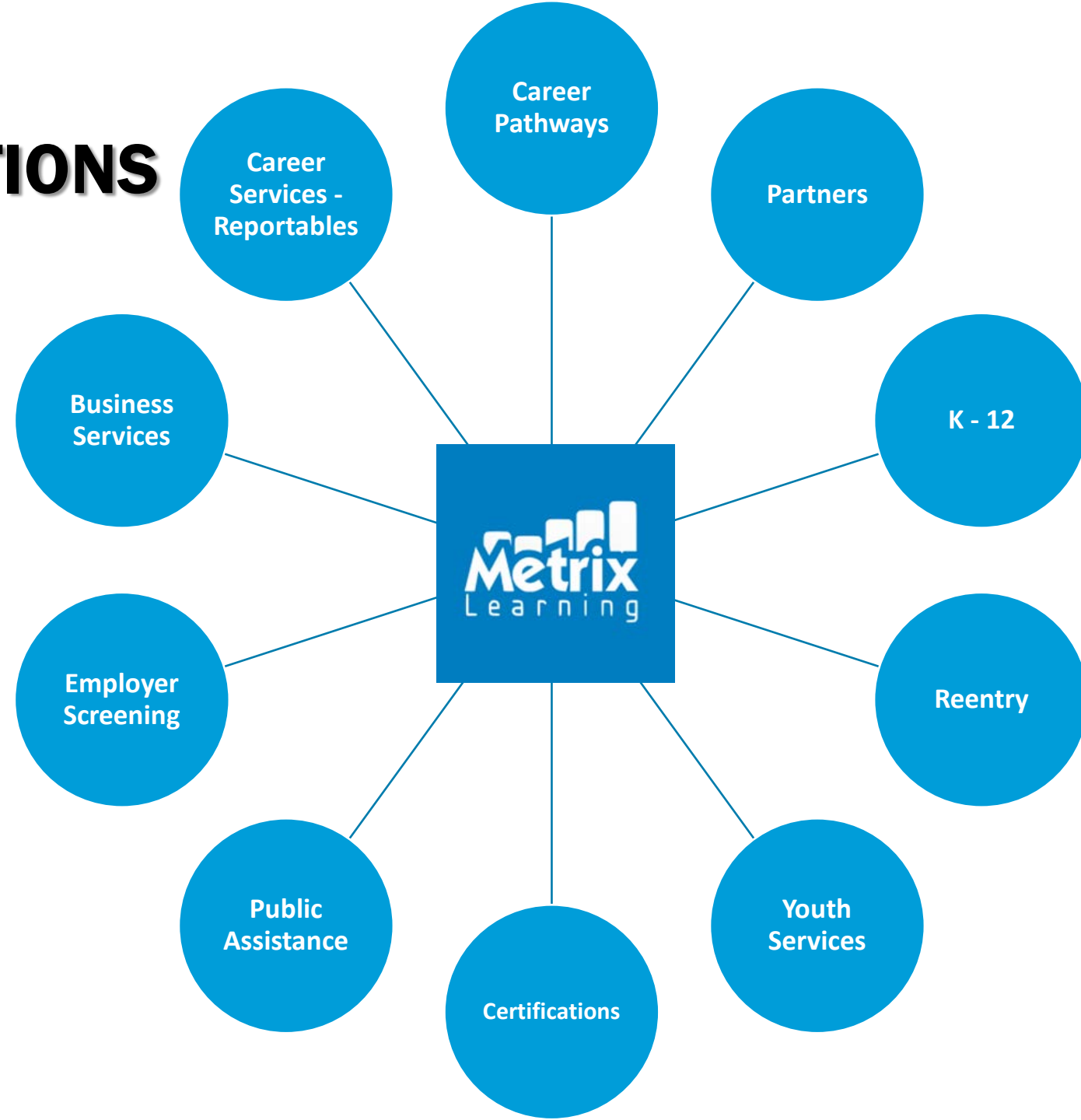
- WIOA platform
- 6000+ courses (multilingual options)
 - Soft skills
 - IT
 - Business
 - Healthcare
- 900+ Kenexa Provelt assessments
- 10 career pathways, 200 in-demand occupations
- 100+ industry certifications
- Integrated Indeed.com job search or state job board
- Skill assessment and skill gap remediation
- Robust, customizable reporting options





METRIX LEARNING SOLUTIONS

- Metrix Learning offers a wide scope of workforce development solutions
- Choose what is most important to your community
- Solutions are customizable
 - Specific population demographic
 - Specific industry





CITRUS, LEVY, MARION

Customers Served

	Served
Unique Participant Count	5,586
Adult	458
Dislocated	18
Youth	233
WP	5,520
National DWG	19
Rapid Response Additional	-
All Participants (#912)	5,586
NFJP Participant	-
Not NFJP	5,586
Reportable Individual	-
Incumbent	-
YouthBuild	-
Job Corps	-

Credentials Attained

	Ended Training	Completed Training	% Completed Training
All Participants (#1306)	274	247	90.1%
Architecture/Engineering (17)	1	1	100.0%
Art/Design/Entertainment/Sports/Media (27)	1	-	-
Building/Grounds Cleaning/Maintenance (37)	-	-	-
Business/Financial Operations Managers (13)	-	-	-
Community/Social Services (21)	-	-	-
Computer/Mathematical Science (15)	0	0	-
Construction/Extraction (47)	16	13	81.3%
Education/Training/Library (25)	-	-	-
Farming/Fishing/Forestry (45)	-	-	-
Food Preparation/Serving (35)	2	2	100.0%
Healthcare Practitioner/Technical (29)	53	45	84.9%
Healthcare Support (31)	21	18	85.7%
Installation/Maintenance/Repair (49)	1	1	100.0%
Legal (23)	-	-	-
Life/Physical/Social Science (19)	-	-	-
Management Occupations (11)	1	0	0.0%
Military (55)	-	-	-
Not Available	142	138	97.2%
Office/Administrative Support (43)	7	5	71.4%
Personal Care/Service (39)	-	-	-
Production (51)	6	4	66.7%
Protective Support (33)	2	2	100.0%
Sales (41)	-	-	-
Transportation/Material Moving (53)	21	18	85.7%



BEST PRACTICES

Program	Best Practices
SkillUpAmerica® <ul style="list-style-type: none">Fixed-cost, unlimited licensesWDB can extend to community partnersVirtual registration, immediate access46M+ new UI claimants	SkillUp® Lancaster <ul style="list-style-type: none">15+ community partners SkillUp® CT <ul style="list-style-type: none">Governor Lamont launched on 5/414,000+ virtually registered SkillUp® Texas <ul style="list-style-type: none">For 2.1 million UILaunching July 2020
Public Assistance <ul style="list-style-type: none">Workplace skills or sector curriculumDaily/weekly/monthly reports	Orlando, FL <ul style="list-style-type: none">41 hours of training per month39.3% cases closed due to earned income (vs. state avg. 32.7%)
Business Services <ul style="list-style-type: none">New hire trainingIncumbent worker trainingCandidate screening (900+ assessments)Employer survey	Electric Boat – Groton, CT <ul style="list-style-type: none">Applicants take 4 assessments, then hands-on at community collegeThose failing receive remediation1,700 hired to date
Industry Certifications <ul style="list-style-type: none">Training, practice test, practice lab, exam vouchersFunds deducted at milestones	Queens Library – Queens, NY <ul style="list-style-type: none">Word, Excel, QuickBooks80% pass rate

Program	Best Practices
Re-Entry <ul style="list-style-type: none">Behind the wall or post-release/probationMentor, supportive servicesPipeline to employers	Santa Rita Jail – Alameda, CA <ul style="list-style-type: none">Chromebooks whitelisted to only allow access to the courses27 participants, 95 hours of training
Youth <ul style="list-style-type: none">Workplace skills curriculumSummer youth, work experience programsInclude incentives, graduation	Career Ready Youth – Albany, NY <ul style="list-style-type: none">Select from 6 sector tracks6-week program with courses after schoolSummer job placement
K12 <ul style="list-style-type: none">CTE, work-based learning programsBetter internships and job opportunities with local employers	“PA Work Aware” Badge – Lancaster <ul style="list-style-type: none">Curriculum selected with local SHRM organization8 schools participatingBadge recognized locally



POTENTIAL USE / GOALS

	#
UI	4,700 (20%)
Public Assistance	100
Youth	100
Partners	200
Re-Entry	25
TOTAL	5,125
Employer Surveys	5-10